



SUMMARY OF PUBLIC INPUT FROM SCOPING MEETING AND WRITTEN COMMENTS: WHAT WE HEARD FROM YOU

The public scoping meetings were held in 2002 at Chico Municipal Center Council Chamber on August 19, the Redding Civic Center Community Room on August 20, The Red Bluff Community/Senior Center on August 21, and the Chester Memorial Hall on August 22. They were an open house format with information displayed to generate discussion with park and planning team staff. About 8 people participated in Chico, 8 in Redding, 4 in Red Bluff, and 12 in Chester. Participants included current commercial operators, local business people interested in new commercial opportunities in the park, and interested local citizens. The planning team received 6 letters and eMail messages.

Several issues/goals were identified that were not within the scope of this plan including a down hill ski area, overnight lodging in the park, road types/condition, more camping opportunities, and emergency phone service. Even though they were not applicable to the purpose of this plan and will not be addressed in the plan they were noted and will be addressed by the park staff as appropriate. Input on any facet of managing the parks is always welcome.

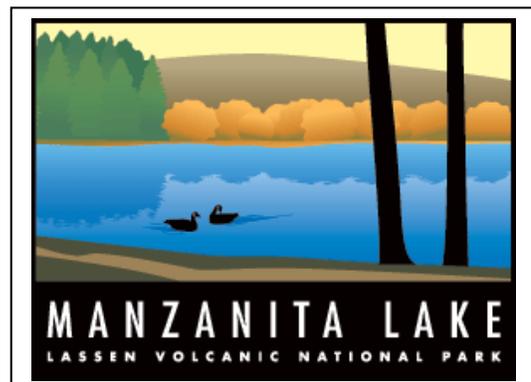
Many ideas and suggestions were provided that are applicable to the purpose of this plan. Several new activities and services were suggested including:

- Commercial pack tours
- A hiker shuttle

- Services to remote locations in the park
- Eco-tours and seminars
- Electronic interpretive services (audio tape tour)
- Guide and instructional services in summer and winter
- Equipment rental in summer and winter

Other comments included:

- Support for the Southwest Visitor Services Facility and improved services
- Enhanced winter activities and services
- Activities to extend the shoulder seasons
- More retail sales competition
- Addressing deferred maintenance needs for commercial facilities in the park
- Changes to services and facilities to accommodate evolving visitor characteristics such as large RVs in campgrounds, tour buses, and facilities for large groups
- Relationship to scenic byway system
- Support for local communities providing food and lodging facilities outside the park



ALTERNATIVE CONCEPTS: WHAT WE DID WITH YOUR INPUT

The following alternatives describe different management strategies that were considered to achieve the desired future conditions for commercial services at Lassen Volcanic National Park. They are consistent with applicable laws, the purpose of the parks, and the directions established in the General Management Plan (GMP).

Alternative 1 – No Action

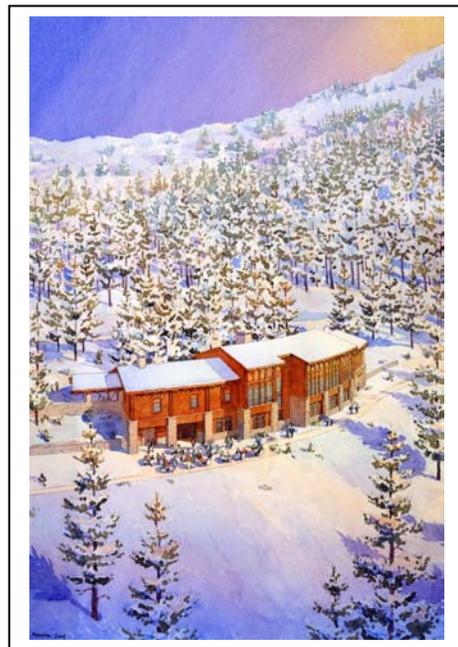
Concept – In this alternative the National Park Service would continue the existing commercial services management strategy at Lassen Volcanic National Park. It does not propose to freeze conditions at a point in time or maintain status quo. Current strategies and programs would be continued. New proposals from commercial operators will be evaluated on a case by case basis to make appropriate decisions. For NEPA purposes, this alternative is also a baseline from which to compare the proposed action. It is, however, a viable alternative and worthy of evaluation.

Alternative 2 – Proposed Action

Concept – In this alternative the National Park Service would implement the commercial services direction established in the GMP. The emphasis would be on protecting resources, enhancing the visitor experience, and managing the park commercial services program in an effective and efficient manner.

Alternatives Considered and Rejected

The National Park Service considered options to the American plan dining service at Drakesbad such as broader menu choices, dining room use by the general public without reservations, and not requiring dining participation by lodge guests. None of these options were proposed due primarily to facility constraints and safety issues. The types of changes necessary to implement these options would substantially change the character of the facility/operation and the visitor experience. It is not within the scope of an implementation plan, such as this Commercial Services Plan (CSP), to make those types of management decisions. They are GMP level issues. The recently completed GMP did not propose these types of changes so neither will this CSP.



SUMMARY OF ALTERNATIVES

LOCATION	ALTERNATIVE 1	ALTERNATIVE 2
Concept	Continue existing appropriate case by case commercial services management strategy	Implement the commercial services desired future conditions established in this plan enhancing the visitor experience and commercial services program effectiveness and efficiency
Southwest Visitor Services Facility (SWVSF)	<ul style="list-style-type: none"> -Replace Chalet -Food and beverage service: deli/cook to order format with indoor (40%) and outdoor (60%) seating; three meals per day in summer; year round operation with seasonal hours; beer and wine; no vending machines -Mobile food service authorized -Rental of bear canisters (summer) and skis/snowshoes (winter) -Winter instructional services authorized -LLMA sales outlet for educational and interpretive materials; interpretive audio tape tour production and rental; guided educational seminars 	Same as Alternative 1
Manzanita Lake	<ul style="list-style-type: none"> -Camper store continue food, beverage, beer and wine, gifts, merchandise, gasoline, and camper services -Special food services authorized but not required -No overnight lodging -LLMA operate in museum with educational and interpretive sales through cooperative agreement 	Same as Alternative 1 plus: <ul style="list-style-type: none"> -Indoor seating -Fishing instruction
Warner Valley	<ul style="list-style-type: none"> -LLMA sales outlet for educational and interpretive materials -Comp Site Plan evaluate sales location 	Same as Alternative 1 plus: <ul style="list-style-type: none"> -Sale of convenience items authorized by concession contract
Drakesbad	<ul style="list-style-type: none"> -Rustic lodging, food, beverage, and merchandise sales continue at current levels -American plan food service continue for guests and by reservation for others 	Same as Alternative 1 plus: <ul style="list-style-type: none"> -Reservation policy changes -Pool open to public for fee -Horseback riding limited by capacities and designated

	<ul style="list-style-type: none"> -Operate pool and spa facilities; massage therapy authorized -Horseback riding and private horse boarding authorized -Instructional fishing services authorized 	<ul style="list-style-type: none"> trails -Concessioner contribute financially to trail maintenance -No private horse boarding
Butte and Juniper Lakes	<ul style="list-style-type: none"> -LLMA sales outlet for educational and interpretive materials 	<ul style="list-style-type: none"> Same as Alternative 1 plus: -Sale of convenience items authorized by concession contract
Parkwide	<ul style="list-style-type: none"> -Southwest Visitor Services Facility, Manzanita Lake, and Drakesbad continue combined into a single contract with one concessioner; any new contract would address facility adequacy issues, deferred maintenance, and financial responsibility; concessioner follow all compliance requirements; contract address sustainability and environmental factors -CUAs, commercial filming, and special use permits continue to be authorized by permit; continue case-by-case analysis and approval; subject to compliance review - Continue relationship with LLMA through a cooperative agreement - All concessioners and CUA permit holders required to support interpretive program; interpretive materials supplied - Concessioners and CUA permit holders not required to identify relationship with NPS at facilities -Concessioners required to identify relationship with NPS in publications - No new overnight lodging in the park; NPS encourage private entities outside park to provide - Commercial services program continue to be managed by one or two individuals as collateral duties 	<ul style="list-style-type: none"> Same as Alternative 1 plus: -Concession contract also authorize catering food for NPS approved special activities and events; also require thematically appropriate gift sales and range of core items with cost range of other items authorized - Concession contract with LLMA for sale of convenience items at remote locations -CUAs authorized per published evaluation process with approved/non-approved lists (Appendix A) -Interpretive certification required of all commercial operators; media reviewed and activities audited -NPS identity required on all facilities in park and on all media used by commercial operators -Commercial services program managed by new concessions specialist position

WHAT'S NEXT

The planning team has made appropriate changes to the planning framework presented in Newsletter #1 based on input from the public at the public meetings and in written form. Working within the revised framework the team developed the alternative concepts presented in this newsletter. The public is invited to comment on these concepts and appropriate changes will be made. We would appreciate your responses by October 15, 2004

The planning team has been developing full alternatives from the concepts. This involves determining the detailed actions that are necessary to achieve the commercial goals of the park and the alternative concepts. Pursuant to the National Environmental Policy Act (NEPA) the potential impacts of the No Action alternative and the proposal will also be analyzed. This includes impacts

to the natural and cultural environment. Due to the commercial nature of the plan a detailed analysis of potential socio-economic impacts will be the bulk of this effort.

This coming fall a Draft Commercial Services Plan containing the planning framework, alternatives (including the proposal), and impact analysis will be distributed for public review and comment. You will be notified of the availability of the plan. Appropriate changes will again be made to the plan based on public input before the final Commercial Services Plan for Lassen Volcanic National Park is prepared and approved by National Park Service management. The actions contained in that final plan will then be ready to implement. The public should start seeing the results of this planning effort by 2006.



COMMERCIAL SERVICES PLAN PROCESS AND SCHEDULE

Lassen Volcanic NP
National Park Service
Department of Interior



STEP	ACTIVITY	PUBLIC INVOLVEMENT OPPORTUNITIES
1	Project Scoping – Planning framework (laws, mandates, mission, goals, issues) developed. (Summer 2002)	<ul style="list-style-type: none"> ■ Read Newsletter #1 and send in your comments on Planning Framework ■ Attend public open house sessions
2 (Current Step)	Evaluate Alternatives – Develop a reasonable range of alternatives consistent with planning framework. The potential consequences of each alternative will be evaluated. (Fall 2004)	<ul style="list-style-type: none"> ■ Read Newsletter #2 and send in your comments
3	Prepare and Publish Draft Commercial Services Plan/Environmental Assessment - The draft plan will describe the planning issues, management alternatives (including a preferred), and impacts. (Winter 2004)	<ul style="list-style-type: none"> ■ Read draft plan and send in your comments
4	Document Decisions and Publish Final Plan – The draft plan will be revised based on public comments, further analysis, and additional information. A final plan will be distributed. (Spring 2005)	
5	Implementation – Implementation of the plan will begin. (Spring 2005)	

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